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Subject: CC&B Energy Assistance payments

Date: Wednesday, August 15, 2018 11:40:17 AM

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]

Hello everyone –

I'm looking to learn how other companies manage the receipt of energy assistance payments to customer accounts in CC&B especially in a multi-utility scenario. For example, a customer is billed for electric, gas, and water and receives a $1000 energy assistance payment that can only be applied to the gas SA. The $1000 payment causes a credit on the gas SA, but the customer still owes on electric and water.

If you would be willing to have a call with me on how you configured CC&B to handle these or similar scenarios, please contact me.

Thank you,

Melissa Ortman
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